2024-AI & Data Governance Project Charter

1. Project Information

* indicates that this field is required

Project Name*	AI & Data Governance
IPR Mode*	RAND ⓘ Explanations of each mode is available at http://www.tmforum.org/IPRPolicy/11525/home.html
Type of Project*	Development Project
Strategic Program	AI, Data & Insights
Previous Project Charter	2023-AI Governance Project Charter add Data Governance 2023
Project Workspace Link	AI and Data Governance Home
Project JIRA Link	See Section 4 below
Project Sponsor	N/A
Project Team Chair	Rob Claxton, BT Group plc Sarah Ness, TELUS
TM Forum Staff Support	Aaron Boasman-Patel - VP, AI and Customer Experience, Product & Portfolio Management Yvonne Kuimba - Head of AI & Data Stuart Dunn - Senior Project Manager

2. Project Overview / Executive Summary

Mission	To meet the need to provide higher quality and richer services in a cost-efficient manner, Communications Service Providers (CSPs) must adopt complex new technologies while simultaneously reducing costs. To do this, the industry relies on AI to effectively augment and automate decision-making that would overwhelm human operators. It is estimated that by 2025 there will be 30+ billion connections worldwide. Manual means of assurance cannot scale to satisfy such digital demands. It's often said that data is the "new oil" for service providers but, as with oil extraction, there are many dangers to collecting, processing, refining, and using data, particularly at scale. It is, therefore, critical that service providers find ways to manage data to guarantee secure and correct handling, enabling data to be turned into insights and used for the public good. We can only achieve this by managing regulatory and legal constraints and adopting a sound data governance framework. the current regulatory regime is chacterised by change Control of AI/Data Identifying the risks asscoiated with AI/Data Data ownership/stewardship Changes in regulations & compliance with the growth of AI (Talk about the AI act and the impact of this)
Value	Given that CSP Business and Operations Support Services (BSS and OSS) architectures typically contain hundreds or thousands of significant components, it is probable that an equal number of AI modules will eventually be deployed within a CSP organization. Managing AI at this scale leads to accountability, audit and maintenance problems. For example, if it is discovered that a data set used to train AI is corrupted, it is natural to withdraw and redevelop all the models affected - but which ones are they, and where are they located? Can the CSP demonstrate to regulators that every model involved has been removed? Can these tasks be performed rapidly and with little cost?
Strategy	AI is much like any other business intervention: organizations want to know that it is: - Effective – it does the job it is intended to do - Safe – it is predictable and can be controlled - Proportionate – it achieves its role without undue effort or costs Organizations can ensure that these objectives are met by adopting AI Management Standards. Such standards help provide a framework that demonstrates proper control of AI to the satisfaction of internal stakeholders, external regulators and customers. Use of AI in Organisations (Business Models) - SLM/LLM/as a service Procurement Data lineage Metadata Management GenAI

3. Participants

This section identifies the project team members.

* indicates that this is a required field or role.

Role	Name*	Company*	Confluence "@" mention	Comments
Project Team Chair	Rob Claxton	BT Group plc	Rob Claxton	
Project Manager	Stuart Dunn	TM Forum	Stuart Dunn	
Subject Matter Expert	Dave Milham	TM Forum	Dave Milham	

4. Project Workstreams and Deliverables

The project workstreams and deliverables for this project are introduced in the sections below.

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5. Project Backlog

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